

# OneView Administration

Orders and Invoices Management Guide

2021

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## Conligo

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### Introduction

The purpose of this guide is to assist OneView administrators with managing orders placed using the OneView Customer Portal ordering feature.

## **OneView Order Placement**

Log into the OneView portal as an administrator, and then click customers to view the current list of customers. Your Sage 300 customers have been set up in OneView with unique user accounts providing them with the ability to login, view and pay their outstanding invoices, view invoice, payment, and order history, and place new orders.



Find the relevant customer whose account you want to checkout through, and click on "Edit" to view the customer's history, and edit their settings.

OneView Help			Administrator 06-07-202	: 📁 bsaunders@iciniti.com 🛛 🚍 🗸 Î
● Brett Mair           J         (513) 555-5555           Imair@conligo.ca           J         1301	Customer	Active	4/27/2021	Cat .
Coastal Electric Company     (416) 555-4789     jeverley⊕mail.coastale.uk	Customer	Active	4/23/2021	<b>C</b>
Custom Comfort     (804) 555-7272     jamest@customcomfort.com     1500	Customer	Active		
● Dr. Dan Penn           ♪ (515) 555-4728           ☑ drdpenn@ama.org           ♪ 1000	Customer	Active		
<ul> <li>Heather Keep</li> <li>              ∫             (555) 555-5555 hkeep⊕conligo.ca №</li></ul>	Customer	Active	4/9/2021	<b>E</b>
	1 2			
	Copyright ©2021 Conligo - All Rights Rese	erved		v

To see the OneView from a customer's point of view, click impersonate you will be able to browse the portal as if you were that customer. In actuality, your business' customers would have an account to login with, and would be taken directly to their customer portal.

Conligo Admin OneView Help			Administrator	06-07-2021	🔲 bsau	nders@iciniti.com 😫	≡.
≁ OneView Administratio	n / 🚢 Customers / 💄	Heather Keep					
Account     Active	1300 Heather Keep	🛎 User Accounts		Add User	•		
Price List: RTL		🖬 Summary Details					
Currency: USD Tax Group: CALIF Billing Cycle: BILLMT		Outstanding Bal. \$790.61	Open Invoices 3				
Customer ID: 1300 Credit Limit: \$5,000.00 Terms: 30 days [Base]		Orders Placed (Last Year) -	Orders placed (YTD) 2				
Actions	Allow E-mails	🔜 Shipping Info.					
1. Send Welcome E-mail     2. Send Password E-mail     3. Send Ariswaion E-mail     4. Impersonate Aucount     6. Send To Recycle-Bin     6. Send To Recycle-Bin		Address: 1140 Shadow Hill Way City: Beverley Hills Region: CA Country: US Postal/Zip: 90210					
7. Delete Account (Perma	mently)	Contact Info.					
		Name					
		Copyright ©2021 Conligo - All Rights Reserved					

#### **OneView Shopping**

Here, the customer can view their account's standing, as well as their order and payments history. To place an order through the OneView portal, click on shopping.

Conligo	OneView Help	•			Impersonating	Customer 15-07-2021	hkeep@3rdperspective.com 😫	≡-
OneView:	Home							
Balance	Summary cu	urrent Balance 0.00 US	D Terms Due by Inv	oice Date			I	
MY ACCOUN	T HISTORY	PAYMENTS O	RDERS					
Outstanding In	voices Customer	Туре	Invoice #	Invoice Date	Due Date	Amount	Balance Due	
				🚍 Pay Invoice(s)				

Placing an Order

IY ACCOUNT HISTORY	PAYMENTS ORDERS	SHOPPING			
		Feature	ed Items		
¢	13W Mini Fluorescent Bulb (A11050) \$7.10 Add to Cart	2300 Series Posture Chair (C22307) \$116.98 Add to Cart	2300 Series Posture Chair (C2230G) \$116.98 Add to Cart	2300 Series Posture Chair (C2230R) \$116.98 Add to Cart	>
					_
Billing/Shipping Lo	cations				
Billing/Shipping Lo Heather Perspective 266 Union Ave Hollywod CA USA 90210	cations		Shipping Location 266 Union Ave Hollywod CA USA 90210		
Billing/Shipping Lo Heather Perspective 266 Union Ave Hollywod CA USA 90210 Order Items	cations		Shipping Location 266 Union Ave Hollywod CA USA 90210		
Billing/Shipping Lo Heather Perspective 266 Union Ave Hollywod CA USA 90210 Order Items Search for Products (Toter a kk	u or treat behave, welest your item and click	Add tem	Shipping Location 266 Union Ave Hollywod CA USA 90210		

For the products the customer wants to buy, they will click "Add to Cart", and then submit order at the bottom of the page. This will prompt a checkout screen where the customer can choose Credit Card and enter the required details. These screens are fairly intuitive, and have not been pictured for security's sake.

## OneView Order Processing in Sage 300

#### Order Reader Order Import and Invoice Creation

Once an order is placed in OneView Shopping, it becomes available for import into your Sage 300 system via the Conligo Order Reader application which is installed in your Sage 300 environment. Conligo Order Reader is configured to pull new orders every 60 seconds, although the interval can be re-configured, and maintains a running count of every new order read into Sage 300:

💬 Order Reader							×
Conlig	Order	Reade	er				
<u>General</u>	Web Orders	Import	Saved	Failed			
Default	Time to Wait		10	Succes	ssful		1
	Document #	WEB000	0000055	Failed			
	Status	Stopped					
	Get Orders		Run		Con	figure	

Once the order has been successfully imported into Sage 300, it can be converted into an invoice at the desired point in your organization's workflow. For example, you may wish to convert it once all the items on the order have been shipped. This is a typical scenario for many businesses. You first want to click the right arrow and ensure the order number is correct, and then proceed by marking the order as shipped. To illustrate:

Order No. Customer No.	I ▲ WEB000000055	<b>     </b>	+ No. of Shipments Maharshi Desai	0 Last Shipment No. Last Invoice No.		
Order Customer Ta	axes Optional Fields Sale	es Split <u>R</u> ates T <u>o</u> tals				
Template Code	ACTIVE	PO No.	5	itatus: Posted	Entered By: ADMIN	
Order Date	07/15/2021	On Hold				
Order Type	Active ~	From Multiple Quotes	Job Relate	d Project Invo	icing Retainage	
Ship-To Location	् २ + 🗗	Location 1	Q Central wareh	ouse - Seattle		
Deliver By	07/15/2021	Exp. Ship Date 07/15/202	1 🛗	Calc. Tax		
Ship Via	CCT Q	Cross-Country Trucking Line	s Tracking No			
Description			Reference			
Line No. Type	Q Item No.	/ Misc. Charge Description	Q, Price List Q, I	ocation Deliver By	Exp. Ship Date Qty. O	rden ^
1 Item	C2-230/Y	2300 Series	Pos USA 1	7/15/2021	7/15/2021	
						~
C	<u> </u>	<u>.</u>	<u>.</u>	0 0 m l	<b>2 1 1</b>	>
Location 1 (Ea.)	Qty. on Hand 35	Uty. on Sales Order 4	Gity. on Purchase Order	Qty. Committed	Qity. Available	5
All Locations (Ea.)	35	6 🛄	0	9 0	2 3	5
					116.00 [USD	_

Click the create invoice checkbox, and then click post in the bottom-left corner.

Order No. Customer No.	WEB000000055		+ No. of Shipments Maharshi Desai	Last Shipment No.     Last Invoice No.	
Template Code	ACTIVE Q	PO No.		Status: Posted	Entered By: ADMIN
Order Date	07/15/2021	On Hold			
Order Type	Active ~	From Multiple Quotes	Job Relat	ed Project Invo	icing Retainage
Ship-To Location	Q + 🖥	Location 1	Central ware	nouse - Seattle	
Deliver By	07/15/2021	Exp. Ship Date 07/15/202	1 🗰	Calc. Tax	Create Invoice
Ship Via	ССТ	Cross-Country Trucking Line	s Tracking N	o.	
Description			Reference		
Line No. Type	Q, Item No.	/ Misc. Charge Description	Q, Price List Q	Location Deliver By	Exp. Ship Date Qty. Orden
1 Item	C2-230/Y	2300 Series	Pos USA 1	7/15/2021	7/15/2021
4					~
	Ohr on Hand	Oty on Sales Order	Oby on Purchase Order	Ob. Committed	Oby Available
Location 1 (Ea.)	asy. on Hand	4	0	Carlo Committee	Cary. Available
All Locations (Ea.)	35	6 🛄	0	<b>E</b> 0	<b>2</b> 35

#### Day End Processing

Using the I/C Day End Processing screen in Inventory control, you can perform Day End Processing. This should be performed daily to keep audit trail and reports up to date. All transactions posted since the last time day end processing was run are processed depending on the options you have configured for Inventory Control, Order Entry, and Accounts Receivable. Relevant to OneView Order Processing, is the creation of a batch of Accounts Receivable summary invoices posted from Order Entry transactions using the next available Accounts Receivable batch number. It also creates the invoice posting journals in Order Entry for the new day-end sequence number. At this point, the invoice batch created via day end processing should be posted prior to capturing payment on orders using Conligo Pay.

SAMLTD - I/C Day End Pro	cessing	-		×
File Help				
Last Processed Date and Time Process	07/12/2021	13:4	2:25 Close	•

#### Post the Invoice Batch

Within the A/R transactions tab in Sage 300, the Invoice Batch list module will be used to post the invoice and keep the invoice matched with the order. Start by clicking the refresh button in the menu of buttons at the bottom, followed by the "Post" button to post the invoice.

Private & Confidential	Page 7	OneView Administration
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1	SAMLTD	- A/R Invoice Batcl	h List											-		×
ſ	Patch Murcher	830	Show Posted and Deleted	Patchas												
1	bacarmanoer			outores												
l	Batch Num 83	Batch Date 7/15/2021	Description O/E invoices/credit no	No. of Entries	Total Amount 253.260	Ready To Post Yes	Type External	Status Ready To P	Source Application	Printed No	Default Detail Ty Summary	Posting Sequence 0	No. of Errors 0	Last Edited 7/15/2021		^
l																
1																-
ł																
l																
																~
L	Open	New Delete	Post Post All	Print	Refresh										Clos	e .

#### Conligo Pay - Capturing Payment on Orders

In most cases, businesses configure OneView to perform payment authorizations on orders coming in from OneView. The authorized amounts can be captured on the invoices posted to the invoice batch in the previous step using the Conligo Pay Capture module. Any preauthorized order amounts from OneView will be displayed on the Preauthorized O/E Invoices tab:

SAMLTD - Sa	I O/E Invoices	Cre	- Build 31 dit Card I authorized Invoices	Payment	Capture						> 
Filter By C Invoice Is C Invoice D	Date ssued Date Due Date	Date Range From: Jul To: Jul	- 15 - 2021 💌	Customer Sel	ection ued / due invoices for all cus ners)	stomers?					
Reference No.	Customer No.	Status	Invoice No. IN000000000083	Order No. WEB000000055	Customer Name MAHARSHI DESAI	Amount 126,63	Currency USD	Credit Card (USD) VISA 41	111		_
Select All	Deselect All							✓ Ca	pture	Refresh	h Li:
About										0	Clos

#### Figure 1 The Capture Module in Conligo Pay

Clicking Capture will consume the authorization(s), assuming it was for enough, and is also able to make the Receipt Entry. Note, any captures done **prior** to posting the Invoice Batch will result in needing to use the Conligo Pay Pending Receipts module to create those receipts later.

#### Attaching Receipts to Invoices

Running the Sage 300 Receipt Batch list action in Accounts Receivable will attach the payment receipts created in the last step to the invoice(s), marking the invoice(s) as paid.

	E SA File H	MLTD - Help	A/R Receip	ot Batch List				- 0	×
Ī	Batch N	Number	79	] ♀ □ Show Posted an	d Deleted Batche	S			
I	Batc	h Num	Batch Date	Description	No. of Entries	Total Amount	Ready To Post	Туре	^
I		78	7/15/2021		0	0.000	No	Entered	_
I		79	7/15/2021	VISA/MC USD 2021-0	1	126.630	No	Entered	
L									
I									
I									
I									
I									
I									
I									
I	<								>
	Oper	n	New	Delete Post	Post All	Print Deg	oosit Refre	sh Clo	se

#### OneView Order Status Update

Part of your OneView installation is the configuration of Conligo Data Replication which is responsible for keeping your OneView Customer portal in sync with your Sage 300 data. Replication is usually configured to be run once a day but can be configured to run more frequently depending on the unique business requirements of each customer.

Once replication runs, the new invoice(s) will become part of the History for your customer in OneView. That is, the customer will see a record of the Order on the Orders tab and be able to easily re-order. Customers will also be able to see a record of the payment on the Payments tab and a record of the paid invoice on the OneView portal.

💬 Replication Client									-		×
Enabled Name ACME Syster	s (DEMO) H ns (STAGING) H	Schedule fourly fourly	Start Time 2021-07-15 11:27 2021-07-15 12:00	Total Progress 0% 0%	Table Progress 0% 0%	Errors	Web Site https://onevie https://onevie	wwebservices.azu wwebservicestest.	rewebs azurew	ites.net vebsites.ne	et
New Job: Sage 300	Sage 300 Az	zure	Edit	Delete	Save	Stop	Service	Run Schedul	•	Run N	low
Status											
											^
Errors											$\vee$
											^
											~

## OneView Order Report

From the OneView Administration dashboard, it is possible to run an order status report with the ability to filter by dates and order statuses. The ability to search by order number is also supported. Administrators can use this feature daily to get the list of orders requiring action in Sage 300. Customers can run similar reports for their order histories.

ORDER STATUS REPORT				
Search Q Click the MORD row, to view the individual order det	From 30-Mar-2021 tails	To 30-Jun-2021	Status ALL \$	
Order Number	Customer Number(s)	Shipping Number	Order Date	Order Export Status
WEB0000000046	1302		30-Jun-2021	NEW
WEB0000000040	1302		09-Jun-2021	SUCCESSFUL
CRD000000000069	1302		08-Jun-2021	FAILED
CRD000000000000000000000000000000000000	1302		08-Jun-2021	SUCCESSFUL

- NEW Order is awaiting import into Sage 300
- SUCCESSFUL Order has been successfully imported into Sage 300
- FAILED Order was not imported into Sage 300 due to an issue with the order contents. Call Conligo Support Desk for assistance.

For any support about anything covered or not covered in the document, feel free to call Conligo Support Desk for additional assistance.

## Processing Invoice Payments made in the OneView Portal

This next section describes the workflow in the case where an order originates in Sage 300, a commonplace scenario for Sage 300 users. Once the order has been converted to an invoice, the Inventory control day end processing activity will take the OE Invoices into Account receivable Invoices, adjust inventory levels, etc. At some point in the day, the user will want to run an A/R Invoice Batch list to post the invoices as described in section "Post the Invoice Batch". Invoices are now ready for payment in the OneView portal.

#### OneView Outstanding Invoices Update

Once replication runs the new invoices will propagate to the OneView portal, making them available for payment by your customers.

MY ACCOUNT	HISTORY	PAYMENTS ORDERS	SHOPPING				
Outstanding Invo	pices						
۲	Customer	Туре	Invoice #	Invoice Date	Due Date	Amount	Balance Due
۲	Brett Mair 1301	Invoice	IN000000000067	3/26/2021 12:00:00 AM	4/5/2021 12:00:00 AM	253.26 USD	253.26 USD
۲	Brett Mair 1301	Invoice	IN000000000068	3/26/2021 12:00:00 AM	4/5/2021 12:00:00 AM	38.43 USD	38.43 USD

#### Making a Payment in OneView

When an invoice is paid by a customer in OneView, they receive a confirmation on screen as well as an email acknowledging that a payment had been made.



Figure 2 Payment confirmation

At this point, the state of the invoice flips to "pending" so that it cannot be selected again for payment:

MY ACCOUNT	HISTORY PAYME	NTS ORDERS	SHOPPING				
Outstanding Invo	pices						
	Customer	Туре	Invoice #	Invoice Date	Due Date	Amount	Balance Due
(Pending)	Brett Mair 1301	Invoice	IN00000000067	3/26/2021 12:00:00 AM	4/5/2021 12:00:00 AM	253.26 USD	253.26 USD
۲	Brett Mair	Invoice	IN000000000068	3/26/2021 12:00:00 AM	4/5/2021 12:00:00 AM	38.43 USD	38.43 USD

Figure 3 Pending state of invoice

#### Importing Online Payments

To process these payments the billing administrator should log into Sage 300 and run the Conligo Pay Online Invoice Receipts Module. Click the Download button. This action retrieves invoice payments (authorizations) made by customers through the OneView customer portal.

SAMLTD - Si CON Payment Transas Cust No. Cus	age Payment Service	es (Vault) - Build 31 Online Pa Status		nport					- 0	×	
Payment Transac Cust No. Cus	actions stomer Name	Online Pa	ayment li	mport							
Payment Transa Cust No. Cus	actions stomer Name	Status	Invoice No								
Cust No. Cus	stomer Name	Status	Invoice No	1							
				Order No.	Amount	Currency	Credit Card	Exp Month	Exp Year	Acct Sel	
								Downloa	iding Payment	ts	
								So	Checkir	ng site: https	://acmedemooneview
<										>	
Import Status											
				Downloading							
									1		

Figure 4 Checking for online payments

	ansactions									
ust No.	Customer Name	Status	Invoice No.	Order No.	Amount	Currency	Credit Card	Exp Month	Exp Year	Acct Se
										3

Figure 5 Payments ready for Processing

Clicking the Process button completes the payment (captures) and writes the receipt entries into Sage 300.

😳 saml	TD - Sage Payment Serv	ices (Vault) - Build 31							- 🗆	×
Сс		Online Pa	ivment Im	port						
Payment 1	Transactions		,	•						
Cust No.	Customer Name	Status	Invoice No.	Order No.	Amount	Currency	Credit Card	Exp Month	Exp Year	Acct Se
	Dieti, Iviai			WEDUUUUUI	233.26	030			2022	
< Import Sta	itus			100% Complete						
About	View Log	Download						✓ Proce	ss	Close

Figure 6 Capture and Create Receipt

#### Attaching Receipts to Invoices

Running the Sage 300 Receipt Batch list action in Accounts Receivable will attach the payment receipts created in the last step to the invoice(s), marking the invoice(s) as paid. Finally, once the replication process run again as described in section "OneView Order Status Update", a record of the payment will become available in OneView, and the invoice will no longer appear in the list of outstanding invoices for the customer.